



IF 2642

PATENT

Case Docket No.: **37770**

In re Application of: **John C. MEARS, et al.**

Serial No.: **09/400,320**

Patent Art Unit: **2642**

Filed: **September 21, 1999**

Examiner: **TIEU, Benny Quoc**

For: **A CONTACT CENTER SYSTEM CAPABLE OF
HANDLING MULTIPLE MEDIA TYPES OF CONTACTS
AND METHOD FOR USING THE SAME**

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Transmitted herewith is an Amendment in the above-identified application:

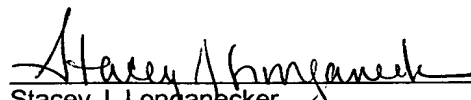
- ☐ Applicant claims small entity status. See 37 CFR 1.27.
- ☐ No additional fee is required.

The fee has been calculated as shown below:

| | CLAIMS REMAINING AFTER AMENDMENT | HIGHEST NO. PREVIOUSLY PAID FOR | PRESENT EXTRA | SMALL ENTITY | | OTHER THAN A SMALL ENTITY | |
|--|---|---------------------------------------|------------------|--------------|---------------|------------------------------|---------------|
| | | | | RATE | ADDIT. FEE | RATE | ADDIT. FEE |
| TOTAL | 34 | - 24 = | 10 | x 25 = \$ | | 10 X 50 = | \$500.00 |
| INDEP | 9 | - 3 = | 6 | x 100 = \$ | | 6 X 200 = | \$1,200.00 |
| <input type="checkbox"/> FIRST PRESENTATION OF MULT. DEP. CLAIM | | | | + 180 = \$ | | + 360 = \$ | |
| If the difference in Col. 1 is less than zero, enter "0" in Col. 2 | | | | TOTAL | \$ | TOTAL | \$1,700.00 |

- ☒ Applicant(s) petition(s) for an extension of 3 month(s) to respond and submits herewith the fee of \$1,020.00.
- ☐ Please charge my Deposit Account No. 18-2220 in the amount of \$_____. A duplicate copy of this sheet is attached.
- ☒ A check in the amount of \$2,720.00 is attached.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 18-2220. A duplicate copy of this sheet is attached.
- ☒ Any additional excess claim fees under 37 C.F.R. § 1.16.
- ☒ Any additional patent application processing fees under 37 C.F.R. § 1.17.

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